



California Department of Consumer Affairs
BUREAU OF AUTOMOTIVE REPAIR

The Department of Consumer Affairs (DCA), Bureau of Automotive Repair (BAR) field offices listed below are open from 8 a.m. – 5 p.m. Monday through Friday (except State holidays).

We at DCA/BAR wish you every success in your auto repair business. If we can help you in any way, please contact us. For more information...

- Read the BAR's newsletter, *Repair Reporter*.
- Consult the *Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*.

Bureau of Automotive Repair
PUBLISHING INFORMATION

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For additional copies write to:

BAR Mail Room
10240 Systems Parkway
Sacramento, CA 95827

or call (916) 255-2919;
toll-free (800) 952-5210.

Visit BAR's Web site at www.autorepair.ca.gov or DCA's Web site at www.dca.ca.gov or call one of the Bureau's field offices listed below, or DCA's toll-free information line at 1-800-952-5210.

Bureau of Automotive Repair – Field Offices

Bakersfield

331 Sillect Avenue
Bakersfield, CA 93308
(661) 335-7400

Culver City

6035 Bristol Parkway
Culver City, CA 90230
(310) 410-0024

Fresno

4152 W. Swift Avenue, Suite 104
Fresno, CA 93722
(559) 445-5015

Oceanside

1310 Union Plaza Court, Suite 100
Oceanside, CA 92054
(760) 439-0942

Placentia

701 Kimberly Avenue, Suite 120
Placentia, CA 92870
(714) 961-7940

Richmond

3260 Blume Drive, Suite 340
Richmond, CA 94806
(510) 243-9410

Riverside

3737 Main Street, Suite 850
Riverside, CA 92501
(951) 782-4250

Sacramento

10220 Systems Parkway, Suite D
Sacramento, CA 95827
(916) 255-4200

San Jose

1361 So. Winchester Blvd., Suite 206
San Jose, CA 95128
(408) 277-1860

South El Monte

1180 Durfee Avenue, Suite 120
South El Monte, CA 91733
(626) 575-6934

Valencia

27202 Turnberry Lane, Suite #250
Valencia, CA 91355
(661) 702-6600

San Francisco

395 Oyster Point Blvd., Suite 102
S. San Francisco, CA 94080
(650) 827-2074

Write It Right – for Automotive Repair Dealers

The Automotive Repair Act (Act) requires auto repair shops to follow sound business practices in dealing with customers. These practices can be summed up in four rules:

- **Keep the customer informed.**
- **Do only work that has been authorized.**
- **Keep a written record of all work performed and parts supplied.**
- **Give copies of work orders and final invoices to the customer.**

It is your responsibility to comply with the Automotive Repair Act.

This guide, illustrating how to complete estimates, work orders, and invoices correctly, will help you meet that responsibility.

Also, refer to the Bureau's *GUIDE FOR THE AUTO BODY REPAIR DEALER*, or the *GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS*.

The information contained in this guide should be used with the *Laws and Regulations Relating to Automotive Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*.

Protect yourself. If a dispute arises, you may be asked to show that repairs were authorized, or that you complied with the Act.

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PLEASE NOTE: This publication is only a GUIDE. For absolute accuracy, please reference the publications of the official statutes and regulations for the complete text. Estimates, work orders, and invoices depicted in this guide are only examples and as such should only be used as a sample of the form and content. The Bureau of Automotive Repair is available to assist you with any questions.

Date	12/8/04		#	00001
Any Automotive Repair 10123 Broadway St AnyTown, CA 90000 Phone 333-3333 Fax: 333-3334				
BAR Reg No:		AA123456		EPA No: 7654321
Customer Name: John Doe		Home Phone # 777-1111	Work Phone # 771-2900	
Address: 1000 Rubicon Road		License # 4BY4CAL	Odometer 32,092	
City: Anytown, CA 95000		Vehicle Information 2000 Jeep Wrangler		
Qty.	Description of parts (all parts new unless otherwise noted)	Price	Description of labor	Charge
1	Rebuilt water pump	43.00	Diagnose cause of engine overheating.	70.00
1	Gallon engine coolant	12.00	Found water pump leaking.	
1	Thermostat & gasket	8.50	Check condition of the brakes.	
1	Barco B1407 front brake pad kit.	48.13	Found front brakes worn. Replace water pump and thermostat	153.00
			Replace front brake pads	70.00
			Sublet: Resurface front brake rotors	28.00
<div>I acknowledge notice and oral approval of an increase in the original estimated price. <u>John Doe</u> (signature or initials)"</div>				SUBTOTAL LABOR 321.00 SUBTOTAL PARTS 111.63 SALES TAX 8.65 TOTAL 441.28
Original Estimate:\$ 70.00		Authorized by: John Doe		<input type="checkbox"/> By FAX <input checked="" type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone
Phone No.:		Date: Time:		
Additional Cost: \$ 362.63		Revised Estimate:\$ 432.63		<input type="checkbox"/> By FAX <input checked="" type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone
Revision Details: Water pump, thermostat, front brakes				
Authorized by:				
Phone No.:		Date: Time:		

WRITE IT RIGHT – *for Automotive Repair Dealers*

Final Invoice – \$9884.8; \$3356

Continued

4. Do I need to provide an invoice on a “no charge” or warranty repair?

Yes. You must provide an invoice to your customer even if there is no charge.

All work done by an automotive repair dealer, including all warranty work, shall be recorded on an invoice and shall describe all service work done and parts supplied. [§9884.8, §3356](#)

5. How long should I keep a copy of the invoice?

For three years, along with other records pertaining to the repair - for example, copies of estimates, invoices for parts, and sublet repairs or labor. All such records shall be open for reasonable inspection and/or reproduction by the Bureau or other law enforcement officials during normal business hours. §9884.11; §3358.

6. When a customer gives oral consent to additional repairs, must I always write the complete notation on the final invoice, the same as on the work order?

Yes. Unless you get the customer's signature or initials on an

“Acknowledgment of Notice and Consent”

including the language shown in the example to the left.*

Acknowledgment of Notice and Consent

Customer authorization

** When using the Acknowledgment of Notice and Consent, the repair dealer **MUST** document any revisions of the original estimate on the work order. §9884.9*

Date 12/8/04		Any Automotive Repair 10123 Broadway St AnyTown, CA 90000 Phone 333-3333 Fax: 333-3334		# 00003	
BAR Reg No: AA123456		EPA No: 7654321			
Customer Name: John Doe		Home Phone # 777-1111		Work Phone # 771-2900	
Address: 1000 Rubicon Road		License # 4BY4CAL		Odometer 32,092	
City: Anytown, CA 95000		Vehicle Information 2000 Jeep Wrangler			
Qty.	Description of parts <small>(all parts new unless otherwise noted)</small>	Price	Description of labor	Charge	
1	Cylinder head gasket		Diagnose cause of engine overheating.		
6	Sparkco Spark Plugs		Found coolant in cylinders.		
5	Quarts oil		Remove cylinder head for inspection		
1	Oil filter		and report.		
1	Gallon engine coolant		Head gasket leaking coolant.		
1	Exhaust manifold stud		Replace head gasket.		
1	Intake/Exh manifold gasket		Replace spark plugs & thermostat		
1	Valve cover gasket		Replace engine oil and filter		
1	Thermostat & gasket		Replace broken exhaust manifold stud		
Disassembly might prevent the restoration of the component to its former condition.					
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within <u>3</u> days of the date shown above if I choose not to authorize the services recommended.			SUBTOTAL LABOR		
			SUBTOTAL PARTS		
			SALES TAX		
			TOTAL		
Original Estimate:\$ <u>70.00</u> Authorized by: <u>John Doe</u> Phone No.: _____ Date: _____ Time: _____			<input type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone		
Additional Cost: \$ <u>355.00</u> Revised Estimate: \$ <u>425.00</u> Revision Details: <u>Teardown, remove cylinder head, inspect, report</u> Authorized by: <u>John Doe</u> Phone No.: _____ Date: _____ Time: _____			<input checked="" type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone		
Additional Cost: \$ <u>110.71</u> Revised Estimate: \$ <u>535.71</u> Revision Details: <u>Head gasket, spark plugs, oil & filter, exh stud, thermostat</u> Authorized by: <u>John Doe</u> Phone No.: <u>771-2900</u> Date: <u>12/8/04</u> Time: <u>10:00 am</u>			<input type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input checked="" type="checkbox"/> By Phone		

Second Estimate After Teardown – \$9884.9; \$3353

1. What do I do after I inspect the torn down vehicle?

Prepare a written estimated price for a specific job. You must list (itemize) all parts and labor required for such repair. Then contact the customer. §3353(d)

2. How is the repair work authorized?

In the same way that any other work is authorized, written, oral, or electronic. §9884.9; §3353

After teardown, the customer must authorize any further work (including reassembly) whether or not the customer decides to have repairs done. §9884.9; §3353

3. Do I have to follow the itemized estimate/work order exactly?

Yes, unless you get the customer's authorization to make a change in the method of repair or parts supplied.

4. What do I do if the customer decides not to have the repairs done?

- **With customer authorization, put the vehicle back together.**
- You must do this within the maximum time period, as written on the teardown estimate. You can charge no more than the price on the teardown estimate, since the original estimate includes reassembly. §3353(d)

AUTO BODY REPAIR

There are additional laws and regulations that must be followed when **Estimating Auto Body Repairs** that are *not contained in this guide*.

For further information please refer to the Bureau's
GUIDE FOR THE AUTO BODY REPAIR DEALER

Date 12/8/04		# 00003	
Any Automotive Repair 10123 Broadway St AnyTown, CA 90000 Phone 333-3333 Fax: 333-3334			
BAR Reg No: AA123456		EPA No: 7654321	
Customer Name:	Home Phone #	Work Phone #	
John Doe	777-1111	771-2900	
Address:	License #	Odometer	
1000 Rubicon Road	4BY4CAL	32,092	
City:	Vehicle Information		
Anytown, CA 95000	2000 Jeep Wrangler		

Qty.	Description of parts (all parts new unless otherwise noted)	Price	Description of labor	Charge
1	Cylinder head gasket	24.00	Diagnose cause of engine overheating.	70.00
6	Sparkco Spark Plugs	15.00	Found coolant in cylinders.	
5	Quarts oil	10.50	Remove cylinder head for inspection	
1	Oil filter	8.13	and report.	
1	Gallon engine coolant	12.00	Head gasket leaking coolant.	
1	Exhaust manifold stud	1.13	Replace head gasket.	323.32
1	Intake/Exh manifold gasket	17.13	Replace spark plugs & thermostat	Incl.
1	Valve cover gasket	11.00	Replace engine oil and filter	Incl.
1	Thermostat & gasket	8.50	Replace broken exhaust manifold stud	35.00
Disassembly might prevent the restoration of the component to its former condition.				
		SUBTOTAL LABOR	428.32	
		SUBTOTAL PARTS	107.39	
		SALES TAX	8.32	
		TOTAL	544.03	

TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

Original Estimate:\$ 70.00	Authorized by: <u>John Doe</u>	<input type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone
Phone No.: _____	Date: _____	Time: _____

Additional Cost: \$ 355.00	Revised Estimate: \$ 425.00	<input checked="" type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input type="checkbox"/> By Phone
Revision Details: <u>Teardown, remove cylinder head, inspect, report</u>		
Authorized by: <u>John Doe</u>		
Phone No.: _____	Date: _____	Time: _____

Additional Cost: \$ 110.71	Revised Estimate: \$ 535.71	<input type="checkbox"/> By FAX <input type="checkbox"/> By E-MAIL <input type="checkbox"/> In Person <input checked="" type="checkbox"/> By Phone
Revision Details: <u>Head gasket, spark plugs, oil & filter, exh stud, thermostat</u>		
Authorized by: <u>John Doe</u>		
Phone No.: <u>771-2900</u>	Date: <u>12/8/04</u>	Time: <u>10:00 am</u>

Business
name
& address

EPA
number

BAR
Registration
number

Description
of Parts
supplied

Specific Job
(teardown &
reassembly)

Description
of labor

Parts and labor
subtotals
Sales
tax

Additional
cost, and
repairs

Additional
authorization

WRITE IT RIGHT – for Automotive Repair Dealers

Final Invoice After Teardown, Inspection, and Repair

What must be on the final invoice after teardown, inspection, and repair?

The Final Invoice must be a complete record of all work done. It must reflect all of the required elements of the Teardown Estimate (page 14) and the Actual Repair Estimate (page 16).

IF YOU NEED MORE INFORMATION

See the *Laws and Regulations Relating to Automotive Repair Dealers, Auto Body Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations*; or call one of the Bureau's field offices, DCA's toll-free information line 1-800-952-5210; or go to BAR's Web site at www.autorepair.ca.gov

FREQUENTLY ASKED QUESTIONS AND ANSWERS

For what reasons can my registration be suspended or revoked?

§§490; 9884.7

By law, a dealer's registration may be revoked for any of the following acts or omissions:

1. Making untrue or misleading statements.
2. Allowing a customer sign a work order that does not state the repairs requested or the odometer reading.
3. Failing to give a customer a copy of a signed document.
4. Fraud.
5. Gross negligence.
6. Failure to comply with the Automotive Repair Act or BAR regulations.
7. Willful departure from, or disregard of accepted trade standards for good and workmanlike repair.
8. Making false promises to get a customer to authorize service.
9. Having repairs done by someone else without the knowledge or consent of the customer (unless the customer cannot reasonably be notified).
10. Conviction of a violation of Penal Code section 551 (Fraudulent acts).
11. Conviction of any crime substantially related to the qualifications of an automotive repair dealer.

What must a guarantee or warranty show? §§3376; 3377

The guarantee or warranty must be in writing and show the following:

- What is covered and what is not covered.
- The term, time, or the mileage the guarantee is good for.
- What the customer must do to have the guarantee honored (return the part, pay a service charge, etc.).
- What the guarantor will do (repair, replace, etc.).
- Whether the guarantor or the customer has any options as to what may satisfy the guarantee.
- Name and address of the guarantor.
- Whether the guarantee is prorated (that is, adjusted for time or mileage) §3377.

Can I charge for shop supplies? §3356(b)

You cannot charge for items generically noted as shop supplies, miscellaneous parts, or the like.

You may charge only for supplies actually used on the customer's vehicle. The cost for these supplies must be included as part of the original estimate and must be specifically listed (itemized) on the invoice. There are additional requirements for auto body repairs regarding paint and materials. Please refer to the Bureau's "Guide for The Auto Body Repair Dealer" for further information.

What is a Written Estimate?

Written estimate means a document that contains a written estimated price for labor and parts for a specific job that meets the requirements of Business and Professions Code section 9884.9 and California Code of Regulations section 3353.

What is a Work Order?

A work order is a document that contains the estimate and memorializes the customer's authorization for a specific job.

What is the difference between a repair order and a work order?

There is no difference. The California Code of Regulations uses the term "**work order**;" therefore, to stay consistent, we use the terminology "work order" in this publication.

What is an Invoice?

An invoice is a document given to the customer that meets the invoice requirements of the Business and Professions Code section 9884.8 and California Code of Regulations section 3356. As stated in these laws and regulations, an invoice shall describe all service work done, including all warranty work, and shall separately identify each part in such a manner that the customer can understand what was purchased. (Parts must be listed in terms that the customer can understand.) The invoice must state if the parts are new, used, rebuilt, reconditioned, or an OEM crash part or Non-OEM aftermarket crash part. It shall also state the subtotals for parts and labor. These items, along with others, are required by law.

An invoice is also known as a "final bill" within the auto body industry. Please refer to the Bureau's "**Guide for The Auto Body Repair Dealer**", and to those **Laws and Regulations** relating to Auto Body Repair Dealers for more details.

Do I have to post my labor rate per hour or have it on my estimate and/or invoice?

No, except for licensed Smog Check, Lamp or Brake Stations, there are no laws or regulations requiring an automotive repair dealer to post hourly rates, or have them printed on the estimate and/or invoice.

Am I required to put the labor hours for a repair procedure on my estimate or final invoice?

No. However, for example, if your final invoice shows that you billed three hours of labor time for a repair procedure, you must have spent three hours of labor time for that repair procedure.

AUTO BODY REPAIR and SMOG CHECK

There are additional laws and regulations that must be followed when performing Auto Body Repairs, or Smog Check inspections that are *not contained in this guide*. For further information please refer to the Bureau's: **GUIDE FOR THE AUTO BODY REPAIR DEALER**, or **GUIDE FOR LICENSED SMOG CHECK STATIONS AND TECHNICIANS**.

REGULATION CHANGES (HIGHLIGHTS)

Assembly Bill 1079 (AB1079) Chaptered in September of 2004, amended Business and Professions Code section 9884.9. These amendments allow a customer, as defined, to designate another person who may authorize additional repairs and parts not included in an initial work order, and permit the Bureau to establish, by regulation, the form and content of, as well as the procedures for recording that designation.

Business and Professions Code section 9884.9 (d) now reads:

“A customer may designate another person to authorize work or parts supplied in excess of the estimated price, if the designation is made in writing at the time that the initial authorization to proceed is signed by the customer. The bureau may specify in regulation the form and content of a designation and the procedures to be followed by the automotive repair dealer in recording the designation. For the purposes of this section, a designee shall not be the automotive repair dealer providing repair services or an insurer involved in a claim that includes the motor vehicle being repaired, or an employee or agent or a person acting on behalf of the dealer or insurer.”

The proposed regulation changes would specify the documentation method required by an automotive repair dealer when a customer elects to designate another person to authorize additional repairs.

A summary of the key points in the proposed regulation are as follows:

The designation may be a separate form (document), or may be incorporated into the repair dealer’s work order and invoice.

If the designation is a separate form by itself, it must include the following:
The heading statement:

“DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS,

The designation statement:

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

It must include:

the name, phone number, fax number, and e-mail address of the designee, the customer’s name, the work order number, date, and the customer’s signature.

If the designation is incorporated into the repair dealer’s work order, it must include the designation statements noted above, and separately list the *name, phone number, fax number, and e-mail address of the designee, the customer’s signature, and the date of signing.*

NOTES:

Where do I find more information

Please refer to the laws and regulations relating to Automotive Repair Dealers, Auto Body Repair Dealers, Licensed Official Stations, and Licensed Smog Check Stations, or you may contact one of the Bureau’s field offices listed at the beginning of this guide, call DCA’s toll-free information line 1-800-952-5210, or go to the BAR web site

www.autorepair.ca.gov.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



10240 Systems Parkway
Sacramento, CA 95827